

WEST Search History

DATE: Friday, February 20, 2004

<u>Hide?</u>	<u>Set Name</u>	<u>Query</u>	<u>Hit Count</u>
		<i>DB=EPAB,JPAB,DWPI; THES=ASSIGNEE; PLUR=YES; OP=OR</i>	
<input type="checkbox"/>	L10	L8	4
		<i>DB=PGPB,EPAB,JPAB,DWPI,TDBD; THES=ASSIGNEE; PLUR=YES; OP=OR</i>	
<input type="checkbox"/>	L9	=19991106 RFP	0
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<input type="checkbox"/>	L7	(request\$ with propos\$) and (potential same (seller or vendor))	0
<input type="checkbox"/>	L6	=19991106	0
<input type="checkbox"/>	L5	=19991106	0
		<i>DB=USPT; THES=ASSIGNEE; PLUR=YES; OP=OR</i>	
<input type="checkbox"/>	L4	L3 and (potential with (seller or vendor\$))	11
<input type="checkbox"/>	L3	L2 and I1	51
<input type="checkbox"/>	L2	705/26,27.ccls.	1090
<input type="checkbox"/>	L1	=19991106	1349

END OF SEARCH HISTORY

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L8: Entry 36 of 70

File: USPT

Jun 26, 2001

US-PAT-NO: 6253208

DOCUMENT-IDENTIFIER: US 6253208 B1

TITLE: Information access

DATE-ISSUED: June 26, 2001

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Wittgreffe; John P.	Ipswich			GB
Zaiour; Habib	London			GB

US-CL-CURRENT: 707/104.1; 705/14, 705/20, 705/26, 707/10, 707/100, 707/103R,
709/203, 709/217, 709/219, 715/501.1, 715/513

ABSTRACT:

An information access system is provided to create and maintain a rapidly accessible index to information extracted from information sources accessible over the Internet. The information access system may be tailored to extract, analyse and index information obtained via the public query interfaces to a number of predetermined information databases. Information may be extracted from the information databases by submitting appropriate query requests to their query interfaces and analysing data returned in response. Query requests may be stored and maintained by the information access system in query files. Query responses may be analysed by one or more query result analysis modules, each module being tailored to convert information supplied by a particular site into a common format for storage in an index. New information may be identified and reported to users. The information access system may be applied, in particular to commercial property trading.

20 Claims, 3 Drawing figures

Exemplary Claim Number: 1

Number of Drawing Sheets: 3

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L8: Entry 36 of 70

File: USPT

Jun 26, 2001

DOCUMENT-IDENTIFIER: US 6253208 B1

TITLE: Information access

Abstract Text (1):

An information access system is provided to create and maintain a rapidly accessible index to information extracted from information sources accessible over the Internet. The information access system may be tailored to extract, analyse and index information obtained via the public query interfaces to a number of predetermined information databases. Information may be extracted from the information databases by submitting appropriate query requests to their query interfaces and analysing data returned in response. Query requests may be stored and maintained by the information access system in query files. Query responses may be analysed by one or more query result analysis modules, each module being tailored to convert information supplied by a particular site into a common format for storage in an index. New information may be identified and reported to users. The information access system may be applied, in particular to commercial property trading.

Brief Summary Text (4):

The Internet is a multimedia computer communications network built on worldwide telephone and data networks. Over 100,000 servers of various types are connected to the Internet providing a publicly accessible distributed data store. A server holding files of information as data accessible using an Internet communication protocol called the "HyperText Transfer Protocol" (HTTP) is known as an "HTTP server". Data files stored on HTTP servers and accessible by means of HTTP are known as "web pages" which together form the "World Wide Web", or simply the "WEB". Web pages are written using a special WEB language called HyperText Markup Language (HTML) creating links to other pages on the WEB, as appropriate, and providing a means to navigate through information on the WEB. Information held on the WEB is accessible to anyone having a computer connected to the Internet and with an interest in accessing it. An HTTP Uniform Resource Locator (URL) has been adopted as a WEB standard to provide a consistent international naming convention to uniquely identify the location of any WEB resource, including for instance documents, programs, sound and video clips. The HTTP enables URL-identified files (web pages) to be located and transferred for reproduction at user equipment connected to the Internet. Underlying transport protocols, primarily TCP/IP, enable connections to be established, between an Internet user and a WEB server for example, for the intercommunication of data.

Brief Summary Text (6):

Internet users may access information on the WEB using proprietary WEB browser products running on personal computers (PCs) or workstations linked to the Internet. WEB browsers communicate with WEB resources using standard Internet protocols to download selected web pages, interpret embedded HTML commands inserted at the time of markup by web page authors and, if appropriate, display those pages graphically. Browsers are available to reproduce multi-media files transferred over the Internet.

Brief Summary Text (7):

It is known to provide a public Internet query interface to a database of

information relating to goods and services for sale. For example, an electronic price list of a retail outlet or mail-order business may be accessible over the Internet via a simple query form enabling prospective customers to extract information and prices on particular products. It is also known to provide a proxy search engine whereby a user may submit a single on-line query to the proxy engine which in turn submits the query to a number of predetermined third party information sources on behalf of the user and collates the results. For example, on-line shopping services have been provided for example, by Yahoo! Inc via the Internet at HTTP Uniform Resource Locator (URL) <http://www.yahoo.com/> providing proxy search facilities in a number of different retail product categories.

Brief Summary Text (8):

In the commercial property sector, it is known for estate agents and other brokers of property to make their property listings or databases available on the Internet. A property listing may be presented to Internet users as a simple web page. Alternatively, a simple query interface may be provided to a property advertiser's database with facilities to search for a particular property specification and to view the results on-line. A query result may typically comprise a summarised list of matching properties with embedded HTML hyperlinks to other pages of details from the database. A user interested in purchasing or renting a commercial property advertised on the Internet would need to access each of the individual sites via their public interfaces, submit an appropriate query in a required format, or read information provided using the facilities available at the site, in order to obtain a shortlist of suitable properties. However, any one property agent is likely to advertise only a relatively small number of properties at any one time. A prospective buyer may therefore need to visit almost all the known advertisers to gather a reasonable sample of suitable property. This process can be very time-consuming. A similar problem arises in respect of other products or services of a relatively specialised nature or of high monetary value; at any one time an advertiser may have only a relatively small selection available.

Brief Summary Text (26):

Preferably, the information access system is arranged to retrieve and to index information available from information sources having a public communications interface to the Internet.

Detailed Description Text (2):

Referring to FIG. 1, a diagram is presented showing the main functional components of an information access system according to embodiments of the invention. The information access system includes a Network Connection Module 105 arranged with access to the Internet 100. The network connection module 105 comprises a known Internet transport protocol stack, TCP/IP for example, and a physical connection to the Internet 100. The network connection module 105 may be arranged to establish a network connection between the information access system and a WEB interface to a database on a specified third party internet site. All communication between the information access system and third party Internet sites may take place via the network connection module 105. The information access system includes a Query Manager 110, with an associated User Interface 145, and a Store 125. The User Interface 145 is arranged to provide user input facilities under the control of the Query Manager 110 to enable queries to be entered and stored in Query Files 120 in the store 125 and to enable amendments to be made to those files as required. The information access system includes a Query Preparation module 115, arranged with access to the store 125 to read query files 120, and with access to the network connection module 105 to enable selected queries to be transmitted over an established network connection. Results of a query, returned from a particular third party Internet site via the network connection module 105, may be collated in a Temporary Query Result Cache 150, stored for example in the store 125. The information access system includes at least one Query Result Analysis module 130, each tailored to analyse query results held in the cache 150 from a particular third party site and to extract relevant information. A different query result

analysis module 130 may be selected according to the site whose query results are to be processed. The Query Result Analysis module 130 is arranged to output a file of processed query results and to pass the file to a Database Connector module 140 for storage of the processed query results in a Database 135, held in the store 125.

Detailed Description Text (3):

The functionality of each component of a preferred information access system may be implemented using a known computer programming language, C for example, designed to operate over one or more known computers, at least one of which is provided with a suitable network connection to the Internet. The overall functionality of the information access system according to embodiments of the invention may be controlled by means of a known scripting language, for example the Shell Scripting Language provided under the UNIX operating system. The controlling shell script of the information access system may be arranged to activate particular components in an appropriate order and to pass information between those components.

Detailed Description Text (12):

Preferably, one identifiable query file 120 may be stored in the store 125 in respect of each predetermined third party Internet site to be searched. A query file 120 may record all the information necessary to enable the information access system to establish a network connection over the Internet with a public query interface to the respective Internet site, to submit appropriate queries in the form of HTTP requests to the site to extract relevant information and to collate query results returned by the site in an identifiable cache file. To this end, a query file 120 may record the HTTP URL of the public Internet interface to the respective site and may record one or more uniform resource identifiers (URI) known to define the information to be extracted. A query file 120 may include further information to enable the information access system to interact more successfully with the site's query interface. For example, if appropriate, the query file 120 may record a particular character string known to be included in a page of returned query results as an indication by the site that the page is the last page of results, or that at least one further page is yet to be transmitted by the site. The defined character string may be sought by the information access system and an appropriate request submitted, also recorded in the query file 120, to trigger transmission of the next page of results by the site while further pages remain, or until the last page is detected. Alternatively, and more simply, a search of a particular site may be limited to a maximum number of pages, configured by default to be twice the expected number of pages of results data expected from that site in response to a particular query request, so that a sufficiently large number of query requests may be submitted to extract up to the maximum number of pages configured.

Detailed Description Text (13):

The following is an example of the contents of a query file 120 relating to a particular internet site--the "BTProperty" internet site--to be searched by the information access system according to a particular embodiment of the invention applied to the commercial property market. The following listing of the query file 120 may be provided at the user interface 145 to the query manager 110 for example, in response to a "V)iew all" command at the menu shown above.

Detailed Description Text (14):

The query defined in the above query file listing is designed to extract a list of all the commercial property held in the "BTProperty" site database. In this example it has been determined that the information access system must submit a four part query to the BTProperty site's query interface for all the required information to be extracted and returned to the information access system. In this example, the "URL" is the HTTP URL of the public Internet query interface to the BTProperty site; the "QueryString" is a request-URI defining the information to be retrieved from the site--in this example four query requests must be submitted, each using a

different "QueryString"; the "NextPage" defines a query request-URI defining the next page of query results from the BTPProperty query interface in response to the previous request "QueryString"; and "FileName" is the name of the file--in this example "ResultBTPProperty"--to be used by the information access system to store the query results returned by this particular site. Some third party query interfaces may allow all required information to be extracted from the site using a single "QueryString".

Detailed Description Text (18):

When a predetermined Internet site is to be searched, as selected and triggered under the control of the information access system shell script described above, the Query Preparation module 115 may be activated to perform a number of roles in relation to submission of queries and collation of query results. In particular, the prepare query module 115 may open the query file corresponding to an Internet site specified by the shell script, read the contents of the file to extract the site URL to enable a network connection to be established to the site (by the network connection module 105) and read details of the query to be submitted. Preferably, the query preparation module 115 may be arranged to implement the Hypertext Transfer Protocol (HTTP) for the information access system in communicating with third party Internet sites. This role includes formatting a query into an HTTP request message and submitting the message to the network connection (105) for transmission. The role also involves monitoring data, typically in the form of Hypertext Mark-up Language (HTML) pages, returned by the site in response to a submitted query request message, storing the data in a temporary result cache 150 and, if necessary, submitting to the site further request messages as identified in the query file to extract all available pages of query results.

Detailed Description Text (34):

Preferably, the database 135 may be arranged to record a minimum set of related information about each property for sale or for rent, likely to be common to all commercial property extracted from the temporary results cache 150 by the result analyser 130. The scope of information stored may be sufficient to support no more than a basic commercial property search of the database 135. Preferably, a publicly accessible Internet interface may be provided to the information access system database 135 including, in a commercial property trading application, means for a user to enter a query defining basic property characteristics. Such a query interface is provided, for example, in the Applicant's "PropNet" property trading service for the Internet, published in the applicant's "BT Technology Journal", Volume 15, No. 2, April 1997, a public trial system being made available on the Internet at <http://transend.labs.bt.com/BTPropNet>. A PropNet user may submit to the PropNet query interface a simple profile of the type of property being sought, specifying only property type, location and floor area for example. The query interface, in turn, uses the submitted profile to search the information access system database 135 for matching property and presents the results to the user as a summarised shortlist of properties. Where an associated HTTP URL is recorded in the Real Estate file 300, the query interface may display an HTML "hot-spot" to enable a user to "hyperlink" to the third party web page identified by that URL and to view full details on the property, including any other information on the property such as still or interactive video images made available by the advertiser.

Current US Cross Reference Classification (3):

705/26

CLAIMS:

1. An information access system comprising:

a communications interface;

query submission means;

a query result analyser;

information storage means; and

triggering means;

wherein the information access system is arranged, in operation, to respond to an output of the triggering means to do the following:

using said communications interface, to establish a network connection to a predetermined network address;

using said query submission means, to select a query from a set of one or more predetermined queries and to transmit the selected query, via the communications interface, over said network connection, according to a predetermined communications protocol;

using said query result analyser, on receipt of data over said network connection in response to said transmitted query, to extract information of a predetermined type from the received data and to format the extracted information according to a common format; and

using said information storage means to store the formatted information in an index,

wherein the information storage means are arranged, on receipt and prior to storage of information extracted by the query result analyser, to compare said extracted information with information already stored in the index and to identify, within the extracted information, information not previously stored in the index.

5. An information access system according to claim 1, including requirements matching means arranged to compare predetermined information requirements with said new information and to output results of the comparison.

6. An information access system according to claim 1, wherein the information storage means compares the extracted information with information already stored in the index and identifies, based on the comparison, information to be deleted from the index.

7. A property trading system comprising:

a communications interface;

query submission means;

a query result analyser;

information storage means;

trigger means; and

a search engine;

wherein the property trading system is arranged, in operation, to respond to an output of the triggering means to do the following:

using said communication interface, to establish a network connection to a predetermined network address;

using said query submission means, to select a query from a set of one or more predetermined queries and to transmit the selected query, via the communications interface, over said network connection, according to a predetermined communications protocol;

using said query result analyser, on receipt of data over said network connection in response to said transmitted query, to extract information of a predetermined type from the received data and to format the extracted information according to a common format; and

using said information storage means to store the formatted information in an index;

wherein the search engine is arranged to retrieve information, stored in the index, in response to received property search requests; and

wherein the information storage means are arranged, on receipt and prior to storage of information extracted by the query result analyser, to compare said extracted information with information already stored in the index and to identify, within the extracted information, information not previously stored in the index.

8. An information access system comprising:

a store for storing query files, each query file having a uniform resource locator associated therewith;

a query preparation module configured to read out a query file from said store, to determine the uniform resource locator associated with the read out query file, and to format a query request based on the read out query file;

a network connection module configured to establish a network connection to a web server using the determined uniform resource locator and to then forward the formatted query request to the web server;

a query result analyzer module configured to process query results received from the web server and to output data based on the results of the processing; and

a database connector configured to use the output data to update the store,

wherein the database connector is arranged, on receipt and prior to using the output data to update the store, to compare the output data with the current data contents of the store and to identify, within the output data, data not currently stored in the store.

16. The system according to claim 15, wherein the query result analyzer module is configured to translate terms used by the web site to describe the extracted information entities into standard terms for the information access system.

18. The system according to claim 8, wherein the database connector performs a comparison between the output data and current data contents of the store to detect changes to particular information records.

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L8: Entry 3 of 70

File: USPT

Aug 3, 2004

US-PAT-NO: 6772374

DOCUMENT-IDENTIFIER: US 6772374 B2

TITLE: Continuous language-based prediction and troubleshooting tool

DATE-ISSUED: August 3, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Forman; George H.	Port Orchard	WA		
Suermondt; Henri Jacques	Sunnyvale	CA		

US-CL-CURRENT: 714/46; 705/26, 707/6, 714/57

ABSTRACT:

A real time, computerized, method, system, and method of doing business with respect to troubleshooting and resolving installed base product failures. A client establishes a link with the business server, filing a report describing the product and failure mode in plain text. The server compares the failure mode plain text to a historical data base, associating maintained keywords likely to appear in the report to product subunits associated with failure modes. Based on the comparison, the server calculates and transmits to the client predictions of resolving the failure. The client is provided with on-line capability for selecting and ordering replacements. The process is continuous, iterative, and interactive.

20 Claims, 3 Drawing figures

Exemplary Claim Number: 1

Number of Drawing Sheets: 3

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L8: Entry 3 of 70

File: USPT

Aug 3, 2004

DOCUMENT-IDENTIFIER: US 6772374 B2

TITLE: Continuous language-based prediction and troubleshooting tool

Brief Summary Text (21):

In yet another aspect, the present invention provides a method of doing business with respect to troubleshooting and providing solutions to reported failures of installed base products, wherein an entity doing said business maintains a data base of product information correlated to failure mode scenario information as represented by keywords, the method including: establishing a server having an internet access site;

Detailed Description Text (6):

In general, in response to the PC 205 input 204 to the tool 201 over the Internet 202 describing an equipment failure mode being experienced by the customer, the tool provides predictive potential causes and directed information data 203 providing best probable solutions. For example, a customer may be experiencing trouble printing hard copy from the PC 205. The customer input 204 can include information 207, 208 from both the printer server 209 and printer 210. Note also that while a hardware problem is described with respect to this exemplary embodiment, software and firmware problems may likewise be analyzed in accordance with the present invention. The present invention provides a prediction/troubleshooting tool, working continuously in a real-time based systematic manner on "clues" or "hints" appearing in a stream of plain text or in combination with an exchange of free-form plain text transmission data input 204 from the customer PC 205 interspersed with questions generated at the tool 201 during analysis of the data input and transmitted back 203 to the customer. For example, during a data exchange session 203, 204, a pop-up window with a question may be transmitted 203 to the customer. The customer has the option of ignoring the question or stopping the free-form input and responding directly when it would appear that a direct answer may facilitate the session.

Detailed Description Text (7):

A specific exemplary, interactive, graphical user interface ("GUI") 210 screen is shown in FIG. 2. Note that the GUI 210 may be used by an OEM agent, "a call qualifier," assisting with a troubleshooting session call from the customer, or may be provided directly to the customer over the internet 202 as a fully automated tool, including real-time generated, directed information 203 regarding probable solutions.

Current US Cross Reference Classification (1):

705/26

CLAIMS:

4. The system as set forth in claim 1, the interface program further comprising: program means for updating the data base based on a session of said comparing said plain text words to the keywords and predicting probabilities of potential solutions.

6. A method for troubleshooting product failures, the method comprising: providing

a data base correlating product information with keywords related to failure modes: using a network link, rerorting at least one specific one of said failure modes of at least one product; in real time, comparing correlated product information from said data base to said reporting at least one specific one of said failure modes and based on said comparing, predicting probabilities of effectiveness of potential solutions to curing said at least one specific one of said failure modes; and providing cost analysis for ordering selected ones of the potential solutions.

9. The method as set forth in claim 6, further comprising: updating the data base based on a cycle of said comparing and final selected ones of the potential solutions.

12. A method of doing business with respect to troubleshooting and providing solutions to reported failures of installed base products, wherein an entity doing said business maintains a data base of product information correlated to failure mode scenario information as represented by keywords, the method comprising: establishing a server having an internet access site; providing a resolution prediction troubleshooting tool at said site; allowing client access to said site via a browser; following client access of the site, receiving a client generated report of at least one specific one of said failures of at least one installed base product; and in real time, comparing the keywords to said report and based on said comparing, predicting probabilities of potential solutions to curing a specific failure represented by said report and transmitting said probabilities to said client, said transmitting including providing cost analysis for ordering selected ones of the potential solutions.

14. A The method as set forth in claim 12, further comprising: updating the data base based on a current cycle of said comparing and predicting.

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L8: Entry 28 of 70

File: USPT

Jul 16, 2002

US-PAT-NO: 6421652

DOCUMENT-IDENTIFIER: US 6421652 B2

**** See image for Certificate of Correction ****

TITLE: Method and system for qualifying consumers for trade publication
subscriptions

DATE-ISSUED: July 16, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Loeb; Michael	Darien	CT		
Borchetta; Michael	Stamford	CT		

US-CL-CURRENT: ~~705/14~~; ~~705/1~~, 705/10, ~~705/26~~

ABSTRACT:

A method and system for providing free subscriptions to magazines, based on a universal questionnaire. Questions of the universal questionnaire are presented to consumers, and, based on the consumer response to these questions, a supplier order for a free subscription to a magazine is generated and sent to a supplier of the magazine.

24 Claims, 17 Drawing figures

Exemplary Claim Number: 1

Number of Drawing Sheets: 17

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L8: Entry 28 of 70

File: USPT

Jul 16, 2002

DOCUMENT-IDENTIFIER: US 6421652 B2

**** See image for Certificate of Correction ****

TITLE: Method and system for qualifying consumers for trade publication subscriptions

Detailed Description Text (7):

Consumers 125 include individuals wishing to receive free subscriptions to trade publications. In one embodiment, consumers 125 initiate their interest and provide subscription information to the central controller 110 through remote consumer terminals 120. In one embodiment, the remote consumer terminal 120 can be the consumer's PC or internet access device. In another embodiment, the remote consumer terminal 120 is a telephone. Consumers 125 can transmit this subscription information in various ways. For instance, consumers can provide subscription information electronically by means of the internet. This is done by transmitting subscription orders electronically from the remote consumer terminal 120 to the central controller 110, which provides a consumer interface in the form of a web page on the internet. Two alternate ways for consumer 125 to transmit subscription information to central controller 110 include (1) telephoning live operators at central controller 110, to verbally provide answers which are entered into the system via operator terminals; and (2) telephone answering services at central controller 110 that provide programmed responses based on answers received from each consumer.

Detailed Description Text (8):

Fulfillment houses 140 receive all consumer information and provide each subscription to appropriate consumers. Each fulfillment house 140 controls at least one trade publication and possibly several more based on its relationship with respective publishers 150. In one embodiment central controller 110 transmits consumer information and subscription requests to fulfillment house(s) 140 electronically by means of the internet. Fulfillment house(s) 140 may be notified to either initiate, renew or cancel subscriptions for each consumer 125.

Detailed Description Text (22):

The central controller 110 also includes the business administration and customer service gateway 284. Coupled to the presentation server farm 220, this gateway 284 provides a link to customer service and data management. More specifically, the business administration and customer service gateway 284 is linked to customer service employees who receive customer inquiries, either by way of the website, e-mail, or telephone and have access to the website and consumer accounts via the business administration and service gateway 284 and presentation server farm 220. In the present preferred embodiment, the consumer service employees have terminals coupled in the form of password-protected access to the website.

Detailed Description Text (25):

Interface devices 360 and 370 comprise devices for allowing central controller 110 to communicate with consumers 125, fulfillment houses 140 and publishers 150. Such communication is preferably electronic by means of the internet and preferably comprises a conventional high speed modem employing known communication protocols capable of decrypting encrypted data received from the remote consumer terminals 120. In an alternate embodiment, central controller 110 includes separate interface

devices for the fulfillment houses 140 and publishers 150.

Detailed Description Text (41):

Once consumers 125 have come into contact with the website provided by central controller 110, the central controller 110 transmits the universal questionnaire, receives certain consumer information in response to the universal questionnaire and determines the appropriate free trade publication subscription(s) the consumer 125 may receive (step 820). The universal questionnaire transmitted in step 820 is described in greater detail below, with reference to FIGS. 9, 10 and 11A-C.

Detailed Description Text (47):

In one embodiment, the fulfillment house 140 receives the order and consumer information electronically (i.e., via the internet). However, it is to be understood that the orders and consumer information may be received by any other means, such as telephone, facsimile or the postal service.

Current US Cross Reference Classification (3):

705/26

CLAIMS:

6. The method of claim 1 further comprising, storing in a first database consumer information received in response to said first universal questionnaire; storing in a second database trade publication supplier information; receiving new consumer information from said consumer; storing said new consumer information in said first database; comparing said new consumer information in said first database with said trade publication supplier information in said second database; and generating an updated supplier order for one or more free subscriptions to trade publications based upon said comparison.

13. The system of claim 8, further comprising: a first database storing consumer information received in response to said first universal questionnaire; a second database storing trade publication supplier information; means for receiving new consumer information from said consumer; means for storing said new consumer information in said first database; and means for comparing said new consumer information in said first database with said trade publication supplier information in said second database and for generating an updated supplier order for one or more free subscriptions to trade publications base upon comparison.

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